

- Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.
- Due to Utilities or Disaster at the Center – Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).
- Due to Telco Facilities Equipment – A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:
  - Two hours at first level,
  - Four hours at second level
  - Eight hours at third level

These hours of escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

- Partial loss of service – Due to Equipment
  - Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
  - Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
- Due to Position Equipment – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.
- Due to Telco Facilities Equipment – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:
  - Eight hours at first level
  - Twenty-four hours at second level

These hours of Telco escalation are all during the normal business day, so a service request may be extended from one day to the next.

## TROUBLE REPORTING PROCEDURES (FOR INDIVIDUAL CUSTOMERS TO CUSTOMER SERVICE)

All calls concerning customer service issues should be placed by dialing the CapTel Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English (866-670-9134 for Spanish). A Customer Service agent will take information concerning:

- Callers Name
- Contact Number
- Calling to / Calling from if applicable
- Description of the trouble
- Customer service can also be reached by emailing [captel@captelmail.com](mailto:captel@captelmail.com).

Report service affecting trouble to Customer Service during normal business hours. Escalations of service affecting issues during normal business hours are followed below:

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service	Customer Service Agent	(888) 269-7477 <a href="mailto:captel@captelmail.com">captel@captelmail.com</a>
2	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 <a href="mailto:Pam.Holmes@captelmail.com">Pam.Holmes@captelmail.com</a>
3	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 <a href="mailto:Pam.Frazier@captelmail.com">Pam.Frazier@captelmail.com</a>
4	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 <a href="mailto:Jayne.Turner@ultratec.com">Jayne.Turner@ultratec.com</a>

Table 46 – CapTel Customer Service Escalation Procedures

## ALTERNATIVE USAGE FOR CAPTEL PHONE DURING OUTAGE FOR VCO USERS.

CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.

In the event that a user cannot reach the captioning center, and the user desires to use any form of available relay to connect their call, the user can dial 7-1-1 (user must dial only 7-1-1 and not a relay 800 number in order to change to VCO mode) and be connected to the in-state relay call center. Their call will be processed via VCO instead of captions. In VCO mode, no audio from the called party will be processed – just like any other traditional VCO call

Received & Inspected  
SEP 25 2012  
FCC Mail Room

# **Appendix F:**

## **TRS Information in Telephone Directories**

# Deaf, Hard of Hearing and Speech Impaired Services

## How to Reach Us

"TTY only" means the telephone is answered using a Telecommunications Device for the Deaf, and communication can only be made with another TTY device.

"TTY & Voice" means that both TTY users and non-TTY users can communicate over the line.

**AT&T Nevada Service Center**  
TTY and voice users 1-800-356-4040

**AT&T Nevada Repair Service**  
TTY users only 1-800-228-4040

Deaf, Hard of Hearing and Speech Impaired equipment Teletypewriter (TTY), Telebraille and telephone signalers are available at no charge to qualified deaf, hard of hearing, deaf-blind and speech impaired people. This service is made possible through a surcharge on all Nevada telephone customers' monthly phone bills.

**Southern Nevada Residents**—Contact the Nevada Association of the Handicapped (NAH), 3100 East Lake Mead Blvd., Suite 4A, North Las Vegas, NV 89030 or call TTY 1-702-649-9177 or Voice: 1-702-649-7085. Email address: [randidd@aol.com](mailto:randidd@aol.com)

**Northern Nevada Residents**—Contact the Northern Nevada Center for Independent Living (NNCIL), 999 Pyramid Way, Sparks, NV 89431 or call TTY/Voice: 1-775-353-3599. Email address: [mrfrad@ncil.uno.com](mailto:mrfrad@ncil.uno.com)

## Telecommunications Relay Service

**Dial: 711**

"Relay Nevada" is a statewide service for people who are deaf, hard of hearing or speech impaired. This service is available for 24 hours per day, 365 days a year, with no restriction on length or number of calls placed. Specially trained relay agents complete all calls and stay on-line to relay messages from TTY users to voice phone users. Voice Carry Over and Hearing Carry Over services are also available. All calls are through Relay Nevada and are held in strict confidence.

Calls can be made to or from anywhere in the United States.

International Calling is also provided on Relay Nevada. International Relay calls to the United States from another country can be made by dialing 1-805-224-1837.

## Reaching Relay Nevada for customers in Nevada only

**Dial: 711**

TTY, VCO or HCO:	1-800-326-6868
Voice:	1-800-326-6868
Spanish Relay Service:	1-800-877-1219
Speech to Speech:	1-800-326-5658
900 Service:	1-900-230-2300

This service also includes optional billing to a third party, as well as collect and calling card calls. For customer service inquiries, or to make comments about Relay Nevada, call 1-800-676-3777. Additional information is available at [www.relaynevada.com](http://www.relaynevada.com).

This service is made possible through a surcharge on all Nevada telephone customers' monthly phone bills.

### TTY Call to Non-Emergency Numbers

If your call does not require immediate fire or police or medical response, Reno and Washoe County customers with a TTY should dial 1-775-334-2154 for non-emergency fire, police, or medical assistance.

### Directory Listings for TTY Users

Customers who have a TTY may include this information as a part of their directory listing at no additional charge.

Examples:

Smith, J.J.  
TTY Only 555-8888

Or

Smith, J.J.  
TTY & Voice 555-8888

### Exemptions from Directory Assistance and Operator Service Charges

If a disability makes it difficult for you to look up numbers in the telephone book and/or dial numbers, call the AT&T Nevada Service Center. You may qualify for exemption from directory assistance and/or operator service charges only from your home telephone service.